

Photo tolling began in December 2011, and as a result, the Department anticipates issuing its first “Notices of Civil Penalties (NOCPs)” in April 2012. Since September 2010, the Department has been developing a civil penalty process for toll violations. January through March 2012 have been spent finalizing preparation for the hearings process. The Department has executed agreements with Electronic Transaction Consultants Corporation (ETCC) and the Office of Administrative Hearings (OAH) and has established two Administrative Hearing locations; Fife Municipal Courts and the Customer Service Center in Seattle - University District. The Fife Adjudication facility will be open on Monday’s only and is expected to handle hearings resulting from trips taken on Tacoma Narrows Bridge. It is estimated that this facility can handle up to 36 hearings on each court date. The University CSC facility consists of two courtrooms will be open Monday – Friday and can handle up to a combined 72 hearings per day. In addition, the Department has finalized the agreement with the Department of Licensing (DOL) and finalized contracts for collections, security and language line services. In anticipation of implementation, the Department has hired five toll enforcement officers to certify the NOCPs. The position of Adjudication Manager has been filled by a consultant to allow flexibility as the long-term program needs are better determined. Extensive training for the customer service staff, administrative law judges, toll enforcement officers and security staff was completed in March.

**Summary Table:
Civil Penalty Process for Toll Violations January – March 2012**

	TNB	520 Bridge
Number of notices of civil penalty issued	0	0
Number of recipients who pay upon receipt of the NOCP	0	0
Number of recipients who submit a written dispute in lieu of hearing	0	0
Number of recipients who request an in-person hearing	0	0
Number of recipients who do not respond	0	0
Workload costs related to hearings	0	0
Cost and effectiveness of debt Collection activities	0	0
Revenues generated from notices of civil penalty	0	0

*Note: The first NOCPs are expected be issued in April 2012 and the first Adjudication Hearings are expected in May 2012.
Therefore, no data is available related to the Civil Penalty Process for the current quarter.*